Emergency Response Plan (ERP) - San Jose Campus (SJC)

CISCO

Owned by:

Safety, Security and Business Resiliency (SSBR)

Emergency Preparedness & Response (EPR)

Approval List

Department	Name
EPR	Mark Nishita, Global EPR Program Manager

IN CASE OF EMERGENCY DIAL

911 from a Cisco IP phone

Emergency Contact Information

Contact Title	Contact Name	Direct Number	Alternate Number
Americas Western Region Security Facilities Operations Center (SFOC)	WR SFOC	*55* or 1-800-206-5647	+1-408-525-1111
Americas Region SSBR Operations Manager	Tim Pattyson	+1-919-392-8828	+1-919-622-1542
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Modification History

Rev	Date	Originator	Comments
See EDCS for current Rev	1/29/08	DaMarlon McKneely	• Initial Release
See EDCS for current Rev	8/6/08	Wes Bunting	• Document updated to reflect EPR ownership. "Security Emergency Procedures added". Severe Weather section updated to reflect specific weather emergencies. Site Emergency contacts updated.
See EDCS for current Rev	9/1/09	Jason Back	• Document updated to reflect changes in contacts. Evacuation Assembly Area maps added.
See EDCS for current Rev	6/1/10	Wes Bunting	• Approvers and contacts updates
See EDCS for current Rev	10/10/10	Wes Bunting	• Document renamed Emergency Response Plan • Sections 3.5 and 4.4.7 added to document
See EDCS for current Rev	10/11/10	Wes Bunting	• ERT Response Plan link corrected in Appendix F
See EDCS for current Rev	11/2/10	Wes Bunting	• Owners updated
See EDCS for current Rev	3/25/11	Wes Bunting	• Appendix A updated
See EDCS for current Rev	6/2/11	Wes Bunting	• Section 2 EPR contact updated
See EDCS for current Rev	8/12/11	Wes Bunting	• EPR Program Manager updated • Section 4.7.1 added
See EDCS for current Rev	5/16/12	Wes Bunting	• Contacts updated
See EDCS for current Rev	6/27/12	Wes Bunting	• Contacts updated
See EDCS for current Rev	7/23/12	Wes Bunting	• Pages 29, 30, 31 assembly areas updated

Rev	Date	Originator	Comments
See EDCS for current Rev	8/29/12	Wes Bunting	• Page 28 assembly areas updated
See EDCS for current Rev	6/6/13	Wes Bunting	• Contacts updated
See EDCS for current Rev	4/3/14	Wes Bunting	• Updated to current template
See EDCS for current Rev	6/12/14	Anthony Garcia	• Contacts Updated
See EDCS for current Rev	7/8/14	Wes Bunting	• Evacuation Assembly Areas updated • Contacts updated
See EDCS for current Rev	10/01/14	Anthony Garcia	• Typo Corrected
See EDCS for current Rev	6/3/15	Bob Beecher	• Updated changes from revised Global Master Template • Updated Evacuation Assembly Area maps; added Sycamore 2 to EAA maps.
See EDCS for current Rev	6/16/15	Bob Beecher	• Section 4.4 now notes, "not all Cisco sites are vulnerable to all of the natural hazards listed below." • Section 4.5.3: deleted "trained" from "Cisco personnel" to comply with OSHA 1910.157 • Section 6.3: added "quarterly" to medical drills
See EDCS for current Rev	6/26/15	Bob Beecher	• Updated with the 6/24/15 Global Master Template
See EDCS for current Rev	11/24/15	Bob Beecher	• Restored Site 5 EAA map, missing since 7/8/14
See Doc Central for current Rev	3/7/17	Bob Beecher	• Updated to current template • Removed Site 1 from EAAs • Adjusted EAA maps • Added "go2/eaa" reference in section 3.4

Rev	Date	Originator	Comments
See Doc Central for current Rev	1/10/18	Bob Beecher	• Updated to current template • Updated contacts in Section 2 • Added clarification on 911 with Cisco IP phone and mobile phones (Section 3.1) • Added AED location information • Removed buildings M, N, O, 28, 29, 30, 31, 32, MR1, MR2, and MR3 from EAA maps • Added Nortech and SC-Bunker Hill to EAA map

Table of Contents

Section 1 – Introduction

The purpose of the Emergency Response Plan (ERP) is to ensure that occupants are prepared to appropriately respond to emergency situations, enabling the protection of its personnel, visitors, the environment, assets and business operations.

The ERP assigns responsibilities and describes procedures for managing emergency incidents. It also describes how Cisco coordinates with outside agencies. The general employee and contingent worker population is to abide by the provisions of the ERP (and other relevant Environmental Health & Safety Policies and Programs) and participate in its administration.

In addition to protecting personnel, the environment, Cisco assets and business, this ERP addresses any applicable local requirements/laws pertaining to emergency situations and Cisco operations.

The San Jose Campus includes buildings in Santa Clara (Bunker Hill), San Jose, and Milpitas (Site 5, SJ-25, and Sycamore 2).

Section 2 - Roles and Responsibilities

The primary goal of the Emergency Response Plan (ERP) is to protect personnel safety and the work environment. Cisco has defined key emergency response roles and responsibilities that must be performed during an emergency. Personnel with these responsibilities are trained to ensure appropriate emergency response and fast, safe, and organized egress from the building to designated assembly areas.

2.1 Emergency Preparedness & Response (EPR)

Overall responsibility for the content and communication of this ERP is assigned to the following personnel:

- **EPR Global Program Manager: Mark Nishita**

2.2 Security Operations

Overall responsibility for the coordination of emergency response activities covered in this ERP is assigned to the following personnel:

- **SSBR Bay Area Metro Operations Manager: Josh Redder**

2.3 Environmental Health & Safety (EHS)

The EHS Program Manager provides support and assistance with regulatory issues relevant to ERP implementation. Additionally, the EHS Program Manager is to be contacted regarding emergency events that have the potential for significant impact to site personnel, the environment, or Cisco business operation:

- **EHS Program Managers: Sneha Jagtap and Erin Hite**

2.4 Managers and Supervisors

Managers and Supervisors oversee most of the day-to-day work of their employees and have the following responsibilities related to this ERP:

- Encouraging/approving Emergency Response Team (ERT) volunteers from their Business Unit (BU), if applicable to this site
- Ensure employees are aware of Evacuation Assembly Area locations and understand the directions provided in this ERP
- Follow directions of security, ERT and/or any external response agencies
- Notify security and/or external response agencies of missing employees from the Evacuation Assembly Area
- Provide staff with information and instructions as directed by any external response agencies
- Take actions necessary to reduce non-structural hazards
- Report disabled staff needing any assistance
- Provide EPR with recommendations for improving/enhancing the ERP

- Report any additional concerns to security or external response agencies, as appropriate

2.5 Employees and Contingent Workers

All Cisco personnel have the following specific responsibilities to carry out under this program:

- Know the location of your Evacuation Routes and Evacuation Assembly Areas
- Review all emergency procedures and know at least two different evacuation routes from the evacuation maps posted next to the stairwells and elevator lobbies
- Follow applicable emergency procedures
- Follow the directions of Manager/Supervisor, security, ERT and/or any external response agencies
- Assist visitors during the evacuation of the building
- Provide Manager/Supervisor with recommendations for improving/enhancing the ERP

2.6 Visitors

All Cisco employees and contingent workers are tasked with the direct responsibility of ensuring their guests or visitors obtain a visitor badge and that they adhere to the procedures prescribed in this ERP.

Section 3 - Emergency Procedures/General

3.1 Recognition/Reporting

Personnel reporting emergencies should follow site response activation procedures detailed below:

Note: Contact information for the local SSBR Operations Coordinator and EHS Program Manager are included on the Emergency Contact Information page.

- If the building is unsafe and the alarm is not already sounding, activate the red fire alarm pull station
- Call your local emergency number—**911**—from a Cisco IP phone**.** You will be connected to the SFOC who will conference you in with local 911 dispatchers. If using a mobile phone, call 911 to report the emergency, then call the SFOC so that Cisco responders can be dispatched.
- Inform your Manager/Supervisor or Team Lead of the emergency and its location immediately

3.2 Internal Emergency Alarm System

The following fire and emergency equipment has been provided to ensure the safety of the occupants and the protection of property:

3.2.1   Emergency & Life Safety Systems

- Fire Alarm Control Panel (FACP)

- Fire Alarms

- White/strobe Visual Alarms

- Sprinkler System

- Emergency Lighting

- Emergency Exit Signs

3.3. Building Evacuation

Evacuation may become necessary when circumstances threaten the health and safety of employees. Emergency exits and routes have been identified and posted in all buildings. Emergency evacuation maps, including evacuation routes, fire extinguisher locations, and fire alarm pull stations are posted at stairwells and in elevators, near facility exit doors, and in lobbies.

For your safety and the safety of others, all occupants of Cisco offices shall evacuate upon hearing the alarm or the order to evacuate. Failure to comply with an evacuation alarm or order to evacuate is not only a violation of company policy but, depending on your local jurisdiction, may be subject to fine and/or imprisonment, as public law allows.

See Figure 3.3 for more specific directions during an evacuation.

3.3.1.   Evacuation Considerations with Fire

- Be watchful for signs of fire and smoke and be ready to change your evacuation route, if necessary
- You should always know an alternate exit from the building. Your nearest, or usual, exit might be too dangerous to use.
- Close doors behind you as you leave to contain and help slow the spread of fire and smoke
- If you must open a door to exit the building, feel the door with the back of your hand before opening it. If it is hot, do not open the door; find another way out.
- If you encounter smoke, stay low—crawl, if necessary—to avoid smoke and toxic fumes
- When outside, go to the Evacuation Assembly Area and report to a responder any information you have on location, size, and type of fire.

Figure 3.3: Directions for Site Personnel During an Evacuation

Directions for General Evacuation	
Do	**Do Not**
• Immediately stop all work	• Run ahead or lag behind
• Exit through the nearest door or alternate exit location	• Stop at your locker, desk, lab, or workstation for personal belongings
• Go directly to your designated Evacuation Assembly Area	• Take drinks or liquids with you; if they spill, they create slip and fall hazards
• Keep keys, badges, and necessary medications with you (e.g., heart, high blood pressure, diabetes, asthma, etc.)	• Make any unnecessary noise
	• Go to the restroom
	• Go home unless authorized to do so
• Follow instructions of Manager/Supervisor, security, ERT and any external response agency personnel	• Return to the building until advised to do so by external emergency agency**
	• Move vehicle(s) unless instructed to do so
• Remove any headphones or earbuds so you can listen for emergency instructions	• Block emergency vehicle thoroughfares or park in restricted areas

**The local emergency response agency personnel will decide when the building is safe to reoccupy.

3.3.2   Manager Responsibilities

- Ensure all personnel are familiar with their evacuation routes and Evacuation Assembly Area(s) and know to go directly there when a building evacuation occurs.
- Go to the Evacuation Assembly Area (assign a designate if you are a remote manager) and confirm that all of your personnel that were in the building are accounted for. Inform an emergency responder (security/ERT) if you cannot account for everyone and be prepared to provide the name(s) of the missing employee(s).

3.3.3   Workspace Re-Entry

- When it has been declared safe to re-enter the building, emergency responders will initiate the re-entry process.

- Cisco personnel are reminded to have their ID badges on their person at all times as ID badges will be checked upon re-entry. Allowing access to unbadged personnel is strictly prohibited. For more information, please see the Global Access Control Policy.

3.4 Evacuation Assembly Areas

When a building is evacuated, personnel shall proceed to the Evacuation Assembly Area, check in with their Manager/Supervisor or Team Lead, and await further instructions. Manager/Supervisors are responsible for the conduct of their staff and ensuring instructions are followed. Evacuation Assembly Areas have been identified in an area that is a safe distance from each building.

See Appendix D for the locations of the Evacuation Assembly Areas at this site.

For each building's individual EAA map, go2/eaa in your Cisco network browser.

3.5 Evacuation for People with Disabilities

Prior to any emergency evacuation or evacuation drill, people with access and functional needs or those needing extra assistance are encouraged to open a case with **Employee Services** at https://cisco.jiveon.com/groups/gbs-employee-experience-hr-support so that plans, people, and equipment are in place to provide extra assistance in emergencies. In addition, these individuals are encouraged to talk with their managers and identify a volunteer co-worker or other individual nearby to provide assistance in emergencies. This "evacuation assistant" and a back-up person should be informed that you will require assistance in the event of an evacuation and how he or she can best assist you.

- Persons with disabilities have three basic evacuation options:
  - **Horizontal evacuation**. This entails using building exits to gain access to outside ground level.
  - **Stairway (vertical) evacuation**. This means of evacuation involves using stairwells to reach ground level exits from the building.
  - **Staying in Place**. Unless danger is imminent, remaining in a room with an exterior window, a telephone and a solid or fire resistant door may be your best option if you do not have assistance in exiting. With this approach, the person may keep in contact with the SFOC and report his or her location. The SFOC will then immediately relay this location to on-site emergency personnel. Phone lines are expected to remain in service during most building emergencies. If the phone lines fail, the individual can signal from the window by waving a cloth or other visible object.

3.5.1 Manager Responsibilities

Once an employee with disabilities or needing extra assistance has been identified within the manager's work group, it's the manager's responsibility to:

- Meet with the employee to determine the type of assistance that may be needed in the event of an emergency evacuation of the building.
- Implement the "buddy system" by pre-identifying a co-worker who can assist their colleague out of the building. A back-up assistant should also be identified in the event the primary assistant is not available when an evacuation occurs. The primary and back up assistants should meet in advance with their manager and colleague to determine the level of assistance needed in the event of an evacuation.
- During a building evacuation, if you are aware of a non-mobile employee, ensure Safety and Security is contacted to let them know an employee needs assistance in evacuating the

building. The Safety and Security teams and ERT may have access to equipment called a "stair chair" which can be used to transport the non-mobile employee out of the building.

3.5.2   Mobility Impaired - Wheelchair

Persons using wheelchairs should Stay in Place with their evacuation assistant and contact the SFOC to advise non-mobile assistance is needed in evacuating the building. The evacuation assistant should then proceed to the evacuation assembly point outside the building and alert an emergency responder (security/ERT) or local response agency, such as the Fire Department, to the location of the person with a disability. If the person with a disability is alone, he or she should call the SFOC and advise them of their present location.

Stairway evacuation of wheelchair users should be conducted only by trained individuals or the Fire Department. Only in situations of extreme danger should untrained people attempt to evacuate wheelchair users.

3.5.3   Mobility Impaired - Non Wheelchair

Persons with mobility impairments who are able to walk independently may be able to negotiate stairs in an emergency with minor assistance. If danger is imminent, the individual should wait until the heavy traffic has cleared before attempting the stairs.

3.5.4   Hearing Impaired

All buildings are equipped with fire alarm strobe lights. Persons with hearing loss may not hear audio emergency alarms and may need to be alerted of emergency situations.

3.5.5   Visually Impaired

Most people with a visual impairment will be familiar with their immediate surroundings and frequently traveled routes. Since the emergency evacuation route is likely different from the commonly traveled route, persons who are visually impaired may need assistance in evacuating. The evacuation assistant should offer their elbow to the individual with a visual impairment and guide him or her through the evacuation route. During the evacuation, the assistant should communicate their actions to the person they are assisting as necessary to assure safe evacuation.

Section 4 – Emergency Procedures/Environmental

The following are general procedures for responding to emergencies that may threaten the health and safety of Cisco personnel, visitors, and/or assets. The information provided is of a comprehensive, global nature to ensure that personnel travelling to any Cisco location are informed of preparedness guidelines for events that may occur:

4.1 Elevator Failure

If an elevator stops between floors

- Stay calm and push the alarm button provided in all elevators
- Use the elevator's intercom or telephone to request help
- Speak clearly and identify yourself to the operator, tell them where you are, and on what floor if you can determine your floor level
- Wait for assistance; do not attempt to force open the elevator doors
- Never try to climb out of a stalled elevator unless assisted by a trained emergency crew
- If the doors are opened part way, and the elevator is between floors, do not try to exit the elevator, this can lead to serious injury

If there is a building fire, blackout, or power failure

- Use the stairs; leave the building by the nearest fire exits
- Avoid the elevator for the following reasons:
  - Fire can interrupt the flow of power to the elevator system
  - Fire fighters and emergency crews may need to use the elevators for rescue work

If you are in an elevator when the fire alarm sounds

- Don't panic; the elevators are designed to automatically return to a safe floor
- Exit the elevator car immediately upon arrival; proceed directly to the nearest fire stair

4.2 Utility Failure

Electrical power can fail, either as an isolated incident (e.g., tripped circuit breakers or blown fuses) or as part of a larger event (regional power outages or natural disaster), or inoperable back up power.

In the event of a major utility failure, a building evacuation may be required. Evacuate the building if the fire alarm sounds and/or upon notification by security or an ERT member. A major power outage is normally not destructive, but the impact to fire/life safety systems may create a hazard/threat to life and property.

4.3 Ventilation Issues

If strange odors come from the ventilation system:

- Immediately notify the SFOC

- If necessary, cease all operations and report to an "Evacuation Assembly Area".
- If smoke is present, remove yourself from the immediate area, move to a safe area and activate the fire alarm system by pulling the pull station and call the [SFOC](#).

4.4 Severe Weather and Natural Disasters

If a severe weather warning is issued, Safety, Security and Business Resiliency (SSBR) (in conjunction with Incident Management Team (IMT) representatives) may make a decision to relocate employees to core areas of the building (corridors, elevator lobbies); If the decision is made to evacuate, general evacuation procedures will be followed.

Note: Not all Cisco sites are vulnerable to all of the natural hazards listed below. They are described here to promote awareness of the emergency response procedures should personnel encounter them when relocating to or visiting other locations.

4.4.1. Earthquakes

During an earthquake

Stay inside until the shaking stops and it is safe to go outside. Most injuries during earthquakes occur when people are hit by falling objects when entering or exiting buildings.

- Drop, Cover and Hold On! Minimize your movements during an earthquake to a few steps to a nearby safe place. Stay indoors until the shaking has stopped and you are sure exiting is safe.
- If you are indoors, take cover under a sturdy desk, table or bench, or against an inside wall, and hold on. Stay away from glass, windows, outside doors or walls and anything that could fall, such as lighting fixtures or furniture.
- If there is not a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building. Doorways should only be used for shelter if they are in close proximity to you and if you know that, it is a strongly supported load-bearing doorway.
- If you are outdoors, stay there. Move away from buildings, streetlights and utility wires.
- If you are indoors:
    - Stay where you are. **DO NOT** rush for the doorways.
    - Move away from tall shelves, cabinets and bookcases containing objects that may fall.
    - Take cover and grab something to shield your head and face from falling debris and glass.
    - Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.
    - **DO NOT** use elevators.
- Stay indoors until the shaking has stopped and you are sure exiting is safe.

After an earthquake

- Evacuation will be necessary if the building has sustained damage that compromises safety to the occupant. If the interior looks no different after the quake, an evacuation is probably not necessary. If there are fallen ceiling tiles, pipes, overturned furniture, or uncontrolled utilities, an evacuation is necessary for the safety of everyone.
- Be prepared for aftershocks.

- Check for injuries. **DO NOT** **attempt to move seriously injured persons unless they are in immediate danger of death or further injury**. If you must move an unconscious person, first stabilize the neck and back, then call for help immediately.
- Make a note of damage in your immediate work area and—if you are evacuating—of the area in your path of egress. Report damage information to your Manager/Supervisor.
- If the electricity goes out, use flashlights or battery powered lanterns. **DO NOT** use candles, matches or open flames indoors after the earthquake because of possible gas leaks.
- Open cabinets cautiously. Beware of objects that can fall off shelves.
- Use the phone only to report life-threatening emergencies.
- Stay off the streets. If you must go out, watch for fallen objects, downed electrical wires, weakened walls, bridges, roads and sidewalks.
- If you become trapped in debris:
  - **DO NOT** **light a match.**
  - **DO NOT** **move about or kick up dust.**
  - Cover your mouth with a handkerchief or clothing.
  - Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort—shouting can cause you to inhale dangerous amounts of dust.

4.4.2.   Landslides and Debris Flow (Mudslide)

During a heightened threat of landslide or debris flow

- Listen to radio or television for warning of intense rainfall.
- Be prepared to evacuate if instructed by local authorities or if you feel threatened.
- Should you remain at home, move to a second story if possible to distance yourself from the direct path of debris flow and landslide debris.
- Be alert when intense, short bursts of rain follow prolonged heavy rains or damp weather, which increase risks of debris flows.
- Listen for any unusual sounds that might indicate moving debris, such as trees cracking or boulders knocking together. A trickle of flowing or falling mud or debris may precede larger landslides. Moving debris can flow quickly and sometimes without warning.
- If you are near a stream or channel, be alert for sudden increases or decreases in water flow and for a change from clear to muddy water. Such changes may indicate landslide activity upstream. Be prepared to move quickly.

During a landslide or debris flow

- Quickly move away from the path of a landslide or debris flow.
- Areas generally considered safe include:
  - Areas that have not moved in the past
  - Relatively flat-lying areas away from drastic changes in slope
  - Areas at the top of or along ridges set back from the tops of slopes.
- If escape is not possible, curl into a tight ball and protect your head.

After a landslide or debris flow

- Stay away from the slide area. There may be danger of additional slides.

- Check for injured and trapped persons near the slide, without entering the direct slide area. Direct rescuers to their locations.
- Listen to local radio or television stations for the latest emergency information.
- Watch for flooding, which may occur after a landslide or debris flow. Floods sometimes follow landslides and debris flows because they may both be started by the same event.

4.4.3.   Tsunamis

During a tsunami

- If you are advised to evacuate, do so immediately.
- Stay away from the area until local authorities say it is safe. **DON'T** be fooled into thinking that the danger is over after a single wave—a tsunami is not a single wave but a series of waves that can vary in size.
- **DON'T** go to the shoreline to watch for a tsunami. When you can see the wave, it is too late to escape.

After a tsunami

- Avoid flooded and damaged areas until officials say it is safe to return.
- Stay away from debris in the water; it may pose a safety hazard to boats and people.

4.4.4.   Hurricanes

During a hurricane threat

Listen to radio or television newscasts. If a hurricane "Watch" is issued, you typically have 24 to 36 hours before the hurricane hits land.

If you are evacuating, take disaster supplies with you to the shelter.

When authorities order an evacuation:

- Leave immediately.
- Follow evacuation routes announced by local officials.
- Stay away from coastal areas, riverbanks and streams.
- Tell others where you are going.

If you are not required or are unable to evacuate, stay indoors during the hurricane and away from windows and glass doors. Don't be fooled if there is a lull, it could be the eye of the storm—winds will pick up again.

In strong winds, follow these rules:

- Take refuge in a small interior room, closet or hallway.
- Close all interior doors. Secure and brace external doors.
- In a building taller than two stories, go to an interior first-floor room, such as a bathroom or closet.
- In a multiple-story building, go to the first or second floors and stay in interior rooms away from windows.
- Lie on the floor under a table, desk or another sturdy object.
- Avoid using the phone except for serious emergencies.

After a hurricane

- Stay where you are if you are in a safe location until l authorities say it is safe to leave.
- **DO NOT** drink or prepare food with tap water until notified by officials that it is safe to do so.
- Stay away from moving water. Moving water only six inches deep can sweep you off your feet. Standing water may be electrically charged from underground or downed power lines.
- Stay away from downed power lines and report them to the power company. Report broken gas, sewer or water mains to local officials.

4.4.5.   Tornadoes

During a tornado watch

- Monitor local weather radio, commercial radio or television newscasts for the latest information.
- **BE ALERT** for approaching storms. If you see any revolving funnel shaped clouds, report them immediately to security.
- Watch for tornado danger signs:
    - Dark, often greenish sky
    - Large hail
    - A large, dark, low-lying cloud (particularly if rotating)
    - Loud roar, similar to a freight train

During a tornado warning

When a tornado has been sighted, go to your shelter immediately.

- Move to a pre-designated shelter or lowest level of the building. Shelter areas are typically designated at the restrooms on the lowest floor of the building.
- If there is no basement or designated shelter area, go to an interior room on the lowest level of the building (closets or restrooms in the middle of the building provide good shelter). Put as many walls as possible between you and the outside. Get under a sturdy table and use arms to protect head and neck. Stay there until the danger has passed.
- **DO NOT** open windows. Use the time to seek shelter.
- Stay away from windows, doors and outside walls. Go to the center of the room. Stay away from corners because they attract debris.
- Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries.

After a tornado

- Look out for broken glass and downed power lines.
- Check for injuries. **DO NOT** attempt to move seriously injured persons unless they are in immediate danger of death or further injury. If you must move an unconscious person, first stabilize the neck and back, then call for help immediately.
    - If the victim is not breathing, carefully position the victim for artificial respiration, clear the airway and commence mouth-to-mouth resuscitation.
    - Maintain body temperature with blankets. Be sure the victim does not become overheated.

▪ Never try to feed liquids to an unconscious person.

4.4.6.   Floods

Flash Flood Watch - Indicates that flash flooding is a possibility in or close to the watch area. Those in the affected area are urged to be ready to take action if a flash flood warning is issued or flooding is observed.

Flash Flood Warning - A flood warning issued for life/property threatening flooding that will occur within 6 hours. Very heavy rain in a short period of time can lead to flash flooding, depending on local terrain, ground cover, degree of urbanization, amount of man-made changes to the natural river banks, and initial ground or river conditions.

What to do during a flood

Be aware of flash flood. If there is any possibility of a flash flood, move immediately to higher ground. **DO NOT** wait for instructions to move to higher ground or a higher floor.

- Listen to local radio or television stations for emergency information.

DO NOT walk through moving water. Six inches of moving water can knock you off your feet. If you must walk in a flooded area, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.

What to do after a flood

- Avoid floodwaters. The water may be contaminated by oil, gasoline or raw sewage. The water may also be electrically charged from underground or downed power lines.
- Avoid moving water. Moving water only six inches deep can sweep you off your feet.
- Be aware of areas where floodwaters have receded. Roads may have weakened and could collapse under the weight of a car.
- Stay away from downed power lines and report them to the power company.
- Return to work only when authorities indicate it is safe. Stay out of buildings if surrounded by floodwaters. Use extreme caution when entering buildings. There may be hidden damage, particularly in foundations.

Note: Individuals with access to weather information provided by the National Oceanic and Atmospheric Administration (NOAA) should closely monitor these weather channels as they typically provide the most up to date information.

4.4.7.   Volcanic Eruption

During a volcanic eruption
- Follow the evacuation order issued by SSBR and/or local authorities and evacuate immediately from the volcano area to avoid flying debris, hot gases, lateral blast, and lava flow.
- Be aware of mudflows**.** The danger from a mudflow increases near stream channels and with prolonged heavy rains. Mudflows can move faster than you can walk or run. Look upstream before crossing a bridge, and do not cross the bridge if a mudflow is approaching.
- Avoid river valleys and low-lying areas**.**

- Remember to help those who may require special assistance.

Protection from falling ash

- Listen to a battery-powered radio or television for the latest emergency information.
- If you have a respiratory ailment, avoid contact with any amount of ash.
- Wear long-sleeved shirts and long pants.
- Use goggles and wear eyeglasses instead of contact lenses.
- Use a dust mask or hold a damp cloth over your face to help with breathing.
- Stay away from areas downwind from the volcano to avoid volcanic ash.
- Stay indoors until the ash has settled unless there is a danger of the roof collapsing.
- Close doors, windows, and all ventilation in the building (furnaces, air conditioners, fans, and other vents.
- Clear heavy ash from flat or low-pitched roofs and rain gutters.
- Avoid running car or truck engines. Driving can stir up volcanic ash that can clog engines, damage moving parts, and stall vehicles.
- Avoid driving in heavy ash fall unless absolutely required. If you have to drive, keep speed down to 35 MPH/56 KPH or slower.

After a Volcanic Eruption

- Pay attention to warnings, and obey instructions from local authorities. For example, stay indoors until local health officials tell you it is safe to go outside.
- Listen to local news updates for information about air quality, drinking water, and roads.
- Turn off all heating and air conditioning units and fans, and close windows, doors, and fireplace and woodstove dampers to help keep ash and gases from getting into your house.
- Exposure to ash can harm your health, particularly the respiratory (breathing) tract. To protect yourself while you are outdoors or while you are cleaning up ash that has gotten indoors, a disposable particulate respirator (also known as an "air purifying respirator") may be considered. An N-95 (or local equivalent) respirator is the most common type of disposable particulate respirator and can be purchased at businesses such as hardware stores. It is important to follow directions for proper use of this respirator. If you don't have a disposable particulate respirator, you can protect yourself by using a dust mask as a last resort, but you should stay outdoors for only short periods while ash is falling. Dust masks can provide comfort and relief from exposure to relatively non-hazardous contaminants such as pollen, but they do not offer as much protection as a particulate respirator. Note that disposable particulate respirators do not filter toxic gases and vapors.
- Stay away from ash fall areas, if possible. Avoid contact with ash as much as you can. Keep your skin covered to avoid irritation from contact with ash.
- Wear goggles to protect your eyes from ash.
- Do not travel unless you have to. Driving in ash is hazardous to your health and your car. Driving will stir up more ash that can clog engines and stall vehicles.
- Replace disposable furnace filters or clean permanent furnace filters frequently.
- If your drinking water has ash in it, use another source of drinking water, such as purchased bottled water, until your water can be tested.

4.4.8.   Extreme Temperatures

During extreme cold or a winter storm

- Listen to the radio or television for weather reports and emergency information.
- Eat regularly and drink ample fluids, but avoid caffeine and alcohol.

- Dress for the season:
    - Wear several layers of loose fitting, lightweight; warm clothing rather than one layer of heavy clothing. The outer garments should be tightly woven and water repellent.
    - Mittens are warmer than gloves.
    - Wear a hat; most body heat is lost through the top of the head.
    - Cover your mouth with a scarf to protect your lungs.
- Be careful when shoveling snow. Over-exertion can bring on a heart attack
- Watch for signs of frostbite: loss of feeling and white or pale appearance in extremities such as fingers, toes, ear lobes or the tip of the nose.
- Watch for signs of hypothermia: uncontrollable shivering, memory loss, disorientation,
- Incoherence, slurred speech, drowsiness and apparent exhaustion.

During extreme heat or a heat wave emergency

- Stay indoors as much as possible.
    - If air conditioning is not available, stay on the lowest floor out of the sunshine.
    - Remember that electric fans do not cool; they just blow hot air around.
- Eat well-balanced, light and regular meals. Avoid using salt tablets unless directed to do so by a physician.
- Drink plenty of water regularly even if you do not feel thirsty.
    - Persons who have epilepsy or heart, kidney, or liver disease, are on fluid-restrictive diets, or have a problem with fluid retention should consult a doctor before increasing liquid intake.
- Dress in loose fitting clothes that cover as much skin as possible.
    - Lightweight, light-colored clothing reflects heat and sunlight and helps maintain normal body temperature.
- Protect your face and head by wearing a wide-brimmed hat.

4.5 Fire or Smoke

4.5.1   Response to Visible Fire or Smoke

Upon discovery of visible fire or smoke in the building:
- If the alarm is not already sounding, begin evacuation by activating a manual pull station
- Do not remain in the building, but call 911 and the Regional SFOC to report any details known
- Follow the evacuation procedures, found in section 3.3

4.5.2   Stop, Drop, and Roll

If an individual's clothing has caught fire, they should:

- Stop: don't run; it provides oxygen to the fire
- Drop: fall to the ground
- Roll: roll yourself into a fire blanket or on the ground to smother the fire

4.5.3   Fire Extinguishers

All US Cisco personnel may use portable fire extinguishers found at the site on small, incipient stage fires if they feel it is safe to do so. An educational program is available with more information on how to use extinguishers and the hazards of incipient stage firefighting. All other building occupants, upon the sounding of the fire alarm, must immediately evacuate the building.

Specific fire extinguishing and control tactics are determined on a case-by-case basis; however, the following general principles always apply:

- Take no action that will subject yourself or other personnel to unreasonable risk
- Place first priority on rescue and first aid, not on fire suppression
- Always consider the possibility of explosion
- If you attempt to extinguish a fire in your work area, follow these instructions:
    - If you are alone, do not attempt to fight a fire. Activate the fire alarm system and then leave the area immediately.
    - Use the buddy system (work as a team).
        - One person employs the "PASS" (**P**ull the pin, **A**im, **S**queeze, and **S**weep the base of the fire) method
        - The other person activates the fire alarm pull station and calls the SFOC.
    - Make sure you have a safe exit from the fire area.
    - Do not turn your back on the flames
    - When the fire is out, be ready if it reignites

4.6 Hazardous Materials (HazMat) Discovery or Release

A hazardous material (HazMat) is any item or agent (biological, chemical, physical) which has the potential to cause harm to humans, animals, or the environment, either by itself or through interaction with other factors. Some common examples of hazardous materials used at Cisco sites include: diesel fuel; liquid nitrogen; lead solder; lead/acid electrolyte used in UPS batteries; and refrigerants.

Spills of hazardous materials at Cisco facilities should be reported immediately by calling the SFOC. Spill clean-up may require involvement with local hazardous material oversight agencies. The local SSBR Operations Coordinator is responsible for coordinating with EHS/WPR for the removal of hazardous materials from the site.

For more information regarding accidental spills and other potential environmental emergencies involving hazardous materials, please see the Hazardous Material Storage and Spill Response Management Program from EHS.

4.6.1   Identification of Hazardous Materials

Hazardous materials containers are required to be marked with information on the contents' name, specific hazards, etc. and may also have pictograms or other symbols. If you see a container with spilled material you believe may be hazardous, make note of markings and other information without getting too close. Report this information to the SFOC so they can relay that to responding agencies.

If you recognize a release of hazardous materials, remember the acronym RAIN:

1. R - RECOGNIZE – Recognize the hazard. Note any symbols or markings on the container or vehicle.

2. A - AVOID – Avoid the hazard. Do not attempt to stop the leak, spill, or take other action. Leave that to the professionals. If outdoors, stay uphill, upwind, and upstream.

3. I - ISOLATE the area by keeping others clear. Remain a safe distance away.

4. N - NOTIFY the SFOC and give them the detailed information

Some examples of labels, pictograms, and placards which might appear on containers or vehicles appear on Table 4.6.

Table 4.6 – Examples of Hazardous Materials Pictograms and Labels/Placards

4.6.2   Locating Information on Hazardous Materials

Hazardous Materials programs—Chemical Safety Management, Hazard Communication, Industrial Hygiene, and Waste Management—are managed by Environmental Health & Safety (EHS).

Safety Data Sheets (SDSs) for each hazardous material used at Cisco sites are maintained at the specific locations where the materials are used. The SDS contains information on the material, health hazards, fire concerns, first aid procedures, and much more.

4.6.3   Hazardous Materials Release into Building Air Intake

If hazardous materials are released to a building air intake, evacuate the building.

4.6.4   Hazardous Materials Release Outdoors

If hazardous materials are released outdoors in the vicinity of a building, take the following actions:

- Follow directions from Manager/Supervisor and any external response agency personnel
- Remain inside the building until the all clear is given by the emergency services

4.6.5   Hazardous Materials released to Storm Drain

If any chemicals are released into the storm drain system, contact the site emergency contact number with the name of the material spilled and the amount that entered the storm drains; the regional local SSBR Operations Coordinator will coordinate clean-up operations with WPR, EHS, and local regulatory agencies.

4.7 Medical Emergency

Cisco personnel who witness or otherwise discover anyone in need of medical assistance should take the following steps:

- Immediately notify the SFOC and provide your name, location, and the nature of the emergency. You may be conferenced in to an external response agency.
- External response agencies will be dispatched to your location to provide assistance.
- If inside a building, send someone to the lobby area to meet and direct arriving responders.
- Provide first aid to the best of your ability and training. First Aid kits are available in most break rooms.
- Maintain body temperature with blankets. Be sure the victim does not become overheated.
- **DO NOT** **attempt to move seriously injured persons unless they are in immediate danger of death or further injury.**
  - If the victim is seizing, attempt to move objects, such as chairs and tables, which can further harm the victim.
    - Never place anything inside a seizing victim's mouth
    - **DO NOT** attempt to hold a seizing victim down – wait for the seizure to stop
  - If the victim is unconscious (doesn't respond), call for help and have someone get the AED and First Aid Kit, if available
    - If NOT breathing or gasping, begin CPR immediately by pushing hard and fast on the center of the chest. If an AED is available, have the person who returns with it turn it on and then follow the voice prompts. Continue until relieved by a trained responder.
    - If breathing, monitor the victim. If they vomit, roll to one side to prevent choking.
  - Never give food or liquids to an unconscious person
- Report any exposure to blood or other body fluids to responding security personnel, ERT members, or your Manager/Supervisor
- Notify SFOC of incident status periodically if no security personnel are present

SSBR will investigate the cause of the accident and communicate the findings to appropriate personnel. Human Resources will be notified and will complete required paperwork.

4.7.1   Automated External Defibrillator (AED)

AEDs on the San Jose Campus can be found **each building's first floor break room or eCafe**, with the following exceptions:

SJ-03	Café hallway

SJ-10	First floor EBC
	Second floor break room
	Fourth floor break room
SJ-25	North break room (rm 115)
	South break room (rm 215)
SJ-Q	Fitness Center, first floor
	Fitness Center, second floor
	Child Care Center, Meditation Room (1167b)
	Child Care Center, Mother's Room (1107)
SCL16	First floor Café
(Bunker Hill)	Second floor break room

All Cisco personnel should be aware of the AED(s) located in their building.

Additionally, AEDs are assigned to mobile security officers and Lead ERT Members.

The AED is to be utilized in an emergency situation by individuals responding to someone who may be suffering from signs of a heart attack.

The door of a wall mounted AED cabinet will sound an audible alarm if the door of the cabinet is opened. The cabinets also are alarmed to notify the SFOC if the AED is removed so that local emergency personnel can be notified to respond to the building. For this reason, the AED cabinet door should remain closed at all times unless an emergency occurs or the AED is being serviced by authorized personnel.

At least two (2) people at this location must maintain current CPR/AED certifications in order for Cisco to be in medical compliance of having an AED at this location.

4.7.2   Electrical Shock

If someone is shocked, on site responders shall proceed with caution. It is imperative to ensure the area/scene is safe before providing care to the affected party. If the victim is still in contact with the electrical current, you must be careful to avoid being shocked. Do not become another victim by ensuring the source of electric shock is identified prior to assisting or touching the victim.

- Do not touch the victim. You could receive a shock.
- Do not touch the source of electricity.
- Break the current. Before you can do help the victim, you must get the victim free from the current. There are two ways to do this:
  1. Shut off the current at the power box. Turn off the current at the circuit breaker or fuse box. This is the preferred option.
  2. If no shut off is immediately available, use a non-conducting item to move the victim, such as a wooden broomstick, blanket, or rope. If they are holding onto a wire or other conductor, attempt to knock their hand(s) free with a stick or dry towel.

Immediately notify the SFOC and provide your name, location, and the nature of the emergency—you may be conferenced in to an external response agency. Also tell the operator if you have not been able to remove (disable) the source of electricity.

Once the area is cleared and safe, responders may provide patient care as needed to the extent of their training.

Section 5 – Emergency Procedures/Security

5.1 Bomb Threat

All calls or reports must be treated as an emergency until verified as false. Most bomb threats are received by phone. Persons receiving such calls should prolong the conversation and gather as much information as possible.

In determining the appropriate level of response, persons handling the emergency should consider the following factors:

- Apparent sincerity of threat based on the information contained within the threat
- Specificity of the information contained within the threat
- Any existing labor problems or known disgruntled employees
- Previous attacks against other facilities in the area
- Time left until reported time of explosion

The recipient of a threatening call should make report of the call to the SFOC as soon as possible. Use the Bomb Threat Information Form in Appendix A. Anonymous letters received by mail should also be reported and delivered to the local SSBR Operations Coordinator. To minimize unnecessary handling, deliver the envelope and letter in a sealed envelope. The local SSBR Operations Coordinator should contact senior management and determine next steps, including Local Incident Management Team activation and/or notification to the appropriate external response agencies.

All occupants, without exception, will evacuate the building and proceed to designated safe areas. No one will be allowed to re-enter the building, until external agencies provide an all clear.

If you receive a bomb threat, make an effort to take the following actions:

- Delay the caller, write down everything said, and have someone notify the SFOC
- Ask for the location of the bomb and time of detonation
- Listen for any background noise, such as motors, music, traffic sounds, etc.
- Listen closely to voice quality, accents, or speech impediments
- Request transfer of call to the local SSBR Operations Coordinator or appointed designate
- Write down any additional information from caller

See Appendix A for a more complete and detailed list of actions to take and questions to ask the caller.

5.2 Criminal or Violent Behavior

Everyone is asked to assist in making the work place a safe environment by being alert to suspicious situations or persons and reporting them as outlined below.

If you are the victim of, or are involved in, any work place violation of the law such as assault, robbery, theft, overt sexual behavior, etc., do not take any unnecessary risk. Notify your department manager or security personnel as soon as possible and give them the following information:

- Nature of the incident
- Location of the incident

- Description of the person(s) involved
- Description of the property involved

If you witness a criminal act or notice anyone acting suspiciously, immediately notify the SFOC. Assist the police and/or security personnel when they arrive by supplying them with any additional information requested.

5.3 Suspicious Packages and Letters

Be wary of suspicious packages and letters. They may contain explosives, chemical or biological agents. Be particularly cautious at your place of employment.

Some typical characteristics postal inspectors have detected over the years, which should trigger suspicion, include parcels that:

- Are unexpected or from someone unfamiliar to you.
- Have no return address, or have one that cannot be verified as legitimate.
- Are marked with restrictive endorsements, such as "Personal," "Confidential" or "Do not x-ray."
- Have protruding wires or aluminum foil, strange odors or stains.
- Oily stains, discolorations or crystallization on wrapper.
- Show a city or state in the postmark that does not match the return address.
- Are of unusual weight, given their size, or are lopsided or oddly shaped.
- Are marked with any threatening language.
- Have inappropriate or unusual labeling.
- Have excessive postage or excessive packaging material such as masking tape and string.
- Have misspellings of common words.
- Are addressed to someone no longer with your organization or are otherwise outdated.
- Have incorrect titles or title without a name.
- Are not addressed to a specific person.
- Have handwritten or poorly typed addresses.

With suspicious envelopes and packages other than those that might contain explosives, take these additional steps against possible biological and chemical agents.

- Refrain from eating or drinking in a designated mail handling area.
- Handle with care. Do not shake or bump the parcel or package. Gently place suspicious envelopes or packages in a plastic bag or some other type of container to prevent leakage of contents.
- Never open, touch, taste, sniff or smell suspect mail.
- If you do not have a container, then cover the envelope or package with anything available (e.g., clothing, paper, trash can, etc.) and do not remove the outer cover.
- Leave the room and close the door, or section off the area to prevent others from entering.
- Wash your hands with soap and water to prevent spreading any powder to your face.
- If you are at work, report the incident to your building security official or an available supervisor, who should notify police and other authorities immediately.

- List all people who were in the room or area when this suspicious letter or package was recognized. Give a copy of this list to both the local public health authorities and law enforcement officials for follow-up investigations and advice. If you are at home, report the incident to the police.

5.4 Terrorism

Terrorism is the use of violence and threats to intimidate or coerce, especially for political purposes.

Acts of terrorism include threats, assassinations, kidnappings, hijackings, bomb scares and bombings, cyber-attacks (computer-based), to the use of chemical, biological and nuclear weapons.

Preparing for terrorism

- Wherever you are, be aware of your surroundings. The very nature of terrorism suggests there may be little or no warning.
- Watch for persons loitering in halls, lobbies or public areas. Be aware of conspicuous or unusual behavior
- Take precautions when traveling. When traveling to other countries, keep a low profile. You should strive to blend in as much as possible and not draw attention to yourself. Avoid identifying yourself as someone important. Watch your luggage at all times. Use concealed bag tags.
- **DON'T** accept packages from strangers. Unusual behavior, suspicious packages and strange devices should be promptly reported to security personnel.
- **DON'T** be afraid to move or leave if you feel uncomfortable or if something does not seem right.
- Learn where emergency exits are located in buildings.
- Always wear your Cisco badge where it can be plainly seen.

5.5 Active Shooter Event

When an Active Shooter is in your vicinity, you must be prepared both mentally and physically to deal with the situation. You have three options:

Run

- Have an escape route and plan in mind
- Leave your belongings behind
- Evacuate regardless of whether others agree to follow
- Help others escape, if possible
- Do not attempt to move the wounded
- Prevent others from entering an area where the active shooter may be
- Keep your hands visible
- Call 911 when you are safe

Hide

- Hide in an area out of the shooter's view
- Lock door or block entry to your hiding place
- Silence your cell phone (including vibrate mode) and remain quiet

Fight

- Fight as a last resort and only when your life is in imminent danger
- Attempt to incapacitate the shooter
- Act with as much physical aggression as possible
- Improvise weapons or throw items at the active shooter
- Commit to your actions…your life depends on it

The first officers to arrive on scene will not stop to help the injured. Expect rescue teams to follow initial officers. These rescue teams will treat and remove the injured.

Once you have reached a safe location, you likely will be held in that area by law enforcement until the situation is under control and all witnesses have been identified and questioned. Do not leave the area until law enforcement authorities have instructed you to do so.

When law enforcement arrives:

- Remain calm and follow instructions
- Drop items in your hands. (e.g., bags, jackets) Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers, such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not ask questions when evacuating

Information to provide to 911 operators:

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons shooter has
- Number of potential victims at location.

Section 6 – Training and Drills

Training is an integral part of the Cisco ERP, and each department must ensure employees receive training specific to the buildings they occupy. Training of this plan is primarily communicated by email notification; however, evacuation drills and departmental town hall style sessions upon initial work assignment to the building for personnel may be utilized as well. Each employee must be familiar with the ERP, know evacuation routes and Evacuation Assembly Area locations. Emergency evacuation drills are conducted for each Cisco building covered by this ERP.

6.1 Managers and Supervisors

Managers and Supervisors shall undertake specific training on this ERP to be familiar with evacuation routes, assembly areas, and an understanding of emergency procedures and their roles and responsibilities and responsibilities of others.

6.2 Evacuation Drills

Evacuation drills are performed annually for each building in accordance with local regulations and requirements. These drills are performed to ensure the emergency alert equipment within the building is functioning properly, to exercise our emergency response procedures, and to ensure that all personnel are aware of what they should do in the event that an actual emergency were to occur. All Cisco personnel are required to respond to drills the same as if it were an actual event.

Cisco personnel are reminded to have their I.D. badges on their person at all times as I.D. badges will be checked upon re-entry. Allowing access to unbadged personnel is strictly prohibited. For more information, please see the Global Access Control Policy.

6.3 Medical Drills

Medical drills are conducted quarterly in order to exercise our emergency response procedures and to provide training for security personnel and ERT members. Employees may be asked to stay clear of an area where these exercises are occurring.

6.4 Operational Readiness Drills (ORD)

Due to the size of this site, Cisco is required to perform an annual Operational Readiness Drill (ORD). This allows the site's security and ERT personnel to prepare for potential large scale incidents that may impact Cisco's people, property or assets. The nature of the drill will vary by year and may involve the participation of internal and external response agencies. Cisco business units and/or their personnel may be asked to volunteer to participate in this exercise. During these drills, Cisco personnel may be asked to stay clear of the exercise

Appendix A – Bomb Threat Checklist

Number at which call was received:

Time: Date:

Received by: Dept: Phone:

Stay Calm – Listen Carefully – Ask the Caller:

When is the bomb going to explode?
Where is the bomb now?
What does it look like?
What kind of bomb is it?
What will cause the bomb to explode?
Did you place the bomb? Why?
How did it enter the building?
Where are you calling from?
What is your name, please?
What is your address, please?
Exact wording of the threat:

Report to your Manager/Supervisor Immediately

Observations

Time call began:			Time call ended:		
Voice	**Speech**	**Accent**	**Manner**	**Language**	**Background Noise**
❑ Male	❑ Fast	❑ Local	❑ Polite	❑ Calm	❑ Factory machines
❑ Female	❑ Slow	❑ Foreign	❑ Pleasant	❑ Rational	❑ Office Machines
❑ Mechanical	❑ Normal		❑ Good	❑ Coherent	❑ Street traffic
❑ Loud	❑ Distinct		❑ Fair	❑ Deliberate	❑ Trains
❑ Soft	❑ Stutter		❑ Impolite	❑ Righteous	❑ Planes
❑ High pitched	❑ Slurred		❑ Poor	❑ Irrational	❑ Trucks
❑ Deep	❑ Distorted		❑ Foul	❑ Incoherent	❑ Motors
❑ Whisper	❑ Nasal		❑ Angry	❑ Other	❑ PA System
❑ Familiar	❑ Lisp		❑ Evasive		❑ Animals
❑ Raspy	❑ Drunk		❑ Other		❑ Party
❑ Cracking	❑ Excited				❑ Music
❑ Voice device	❑ Accented				❑ Static
❑ Other	❑ Other				❑ Voices
					❑ Quiet

Appendix B – Incident Management for Major Emergencies

For major emergencies at Cisco facilities, the local SSBR Operations Coordinator will work with the Incident Management Team (IMT) Incident Commander to address the following activities of emergency response and recovery:

- Manage and plan response activities
- Gather information
- Monitor and assess unsafe operating conditions
- Assist with ensuring the health and welfare of personnel
- Direct media to Crisis Communications designee
- Ensure continued communications with Incident Management Teams
- Maintain security
- Coordinate with Business Continuity Management for resumption of business
- Document the event
- Assist Incident Management Teams as required

Appendix C – External Agency Coordination

Organization / Role	Emergency Phone
Local Police Department Lead agency for security-related emergencies; maintains order in community evacuations; expedites vehicle movement. Must be notified of violations of hazardous materials transportation regulations or releases on roads.	**911** or **San Jose Police Department** Emergency 408-277-**8911** **Milpitas Police Department** Emergency 408-263-1212
Local Fire Department Supervise and lead life-safety responses. Assist in initial care of medical victims	**911** or **San Jose Fire and Medical** Emergency 408-277-**8991** **Milpitas Fire and Medical** Emergency 408-998-7212
Emergency Medical Services (EMS) Lead agency for medical operations, primary care and transport of medical victims	**911** or **San Jose Fire and Medical** Emergency 408-277-**8991** **Milpitas Fire and Medical** Emergency 408-998-7212

NOTE: San Jose's Police and Fire numbers are similar—"8911" versus "8991". These numbers are provided if you wish to program them into your mobile phone.

Appendix D – Evacuation Assembly Areas
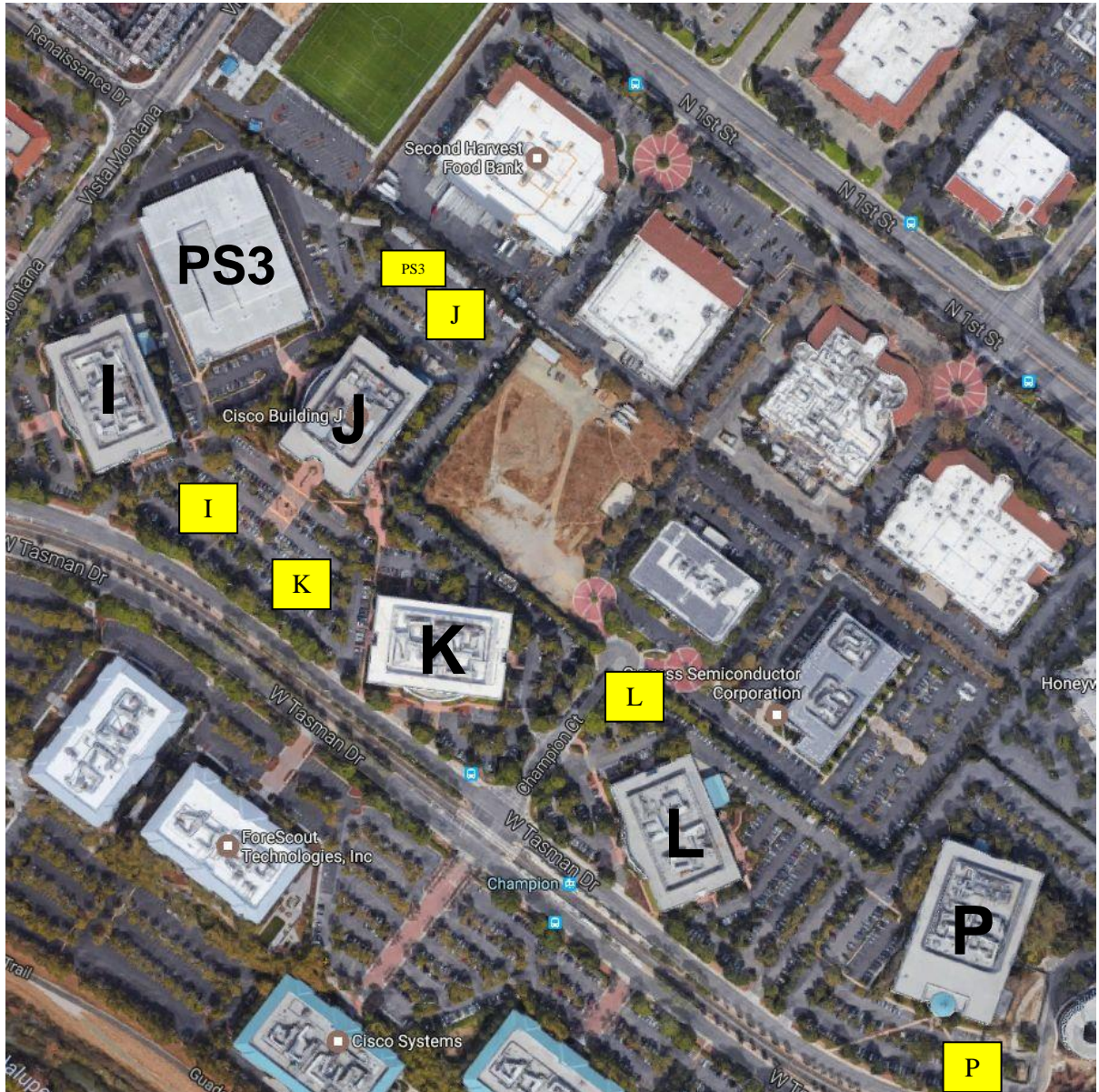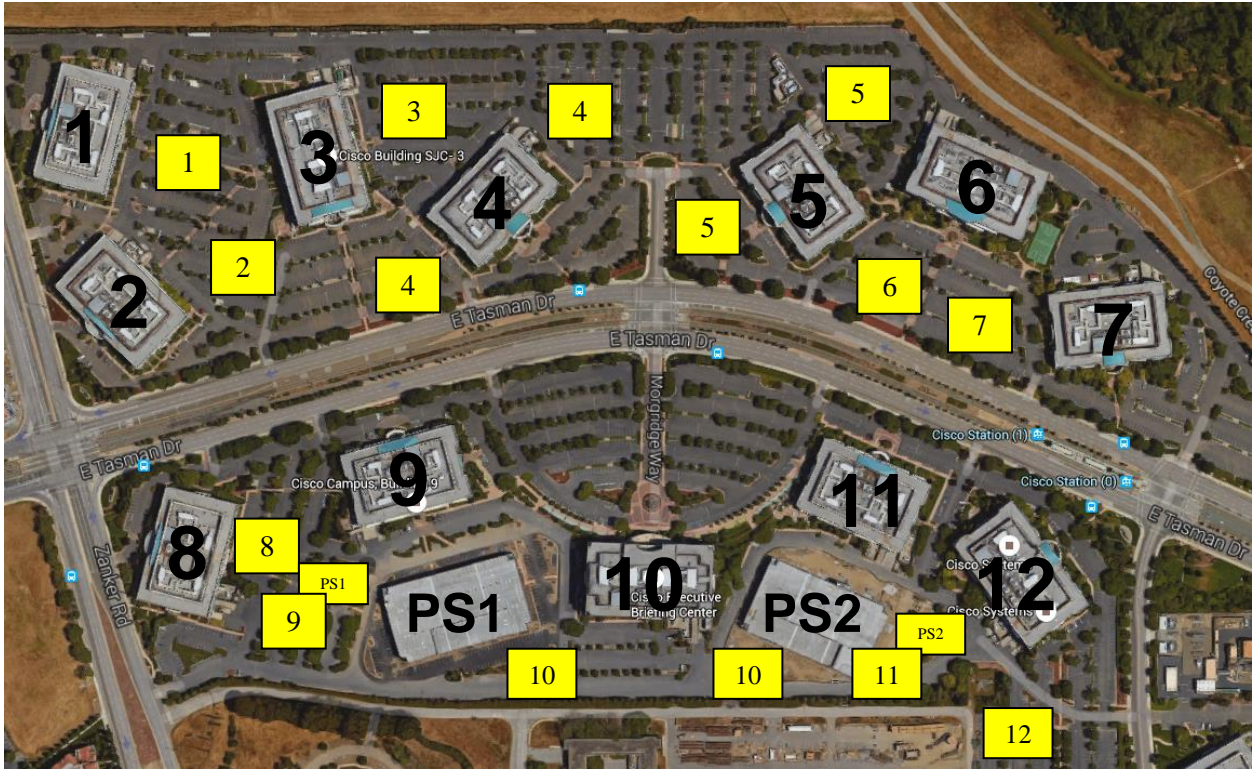
San Jose Campus (SJC)

Site 2
For individual building maps, go2/eaa

Evacuation Assembly Areas – San Jose Campus (SJC)

Building Q

Evacuation Assembly Areas – San Jose Campus (SJC)
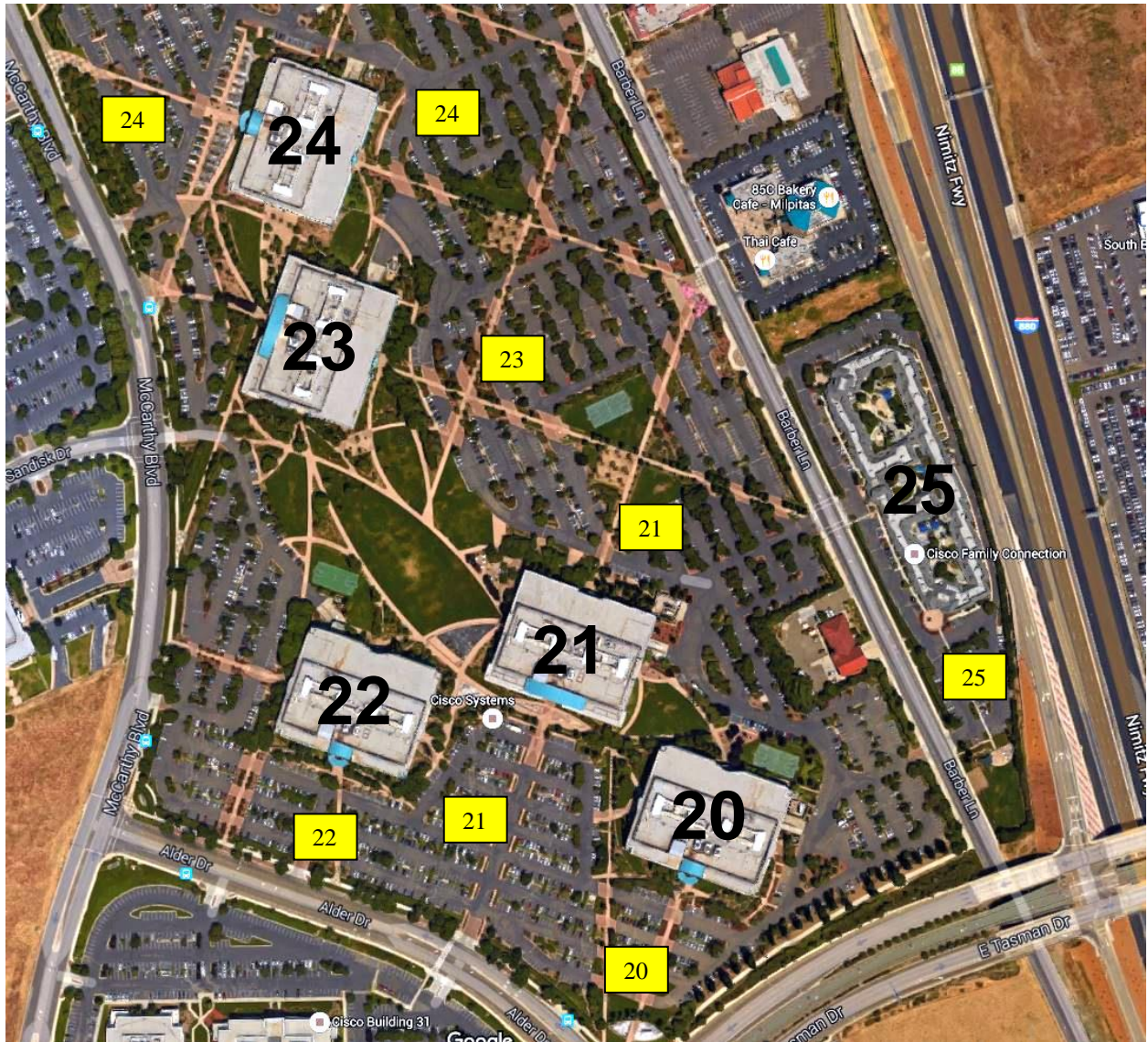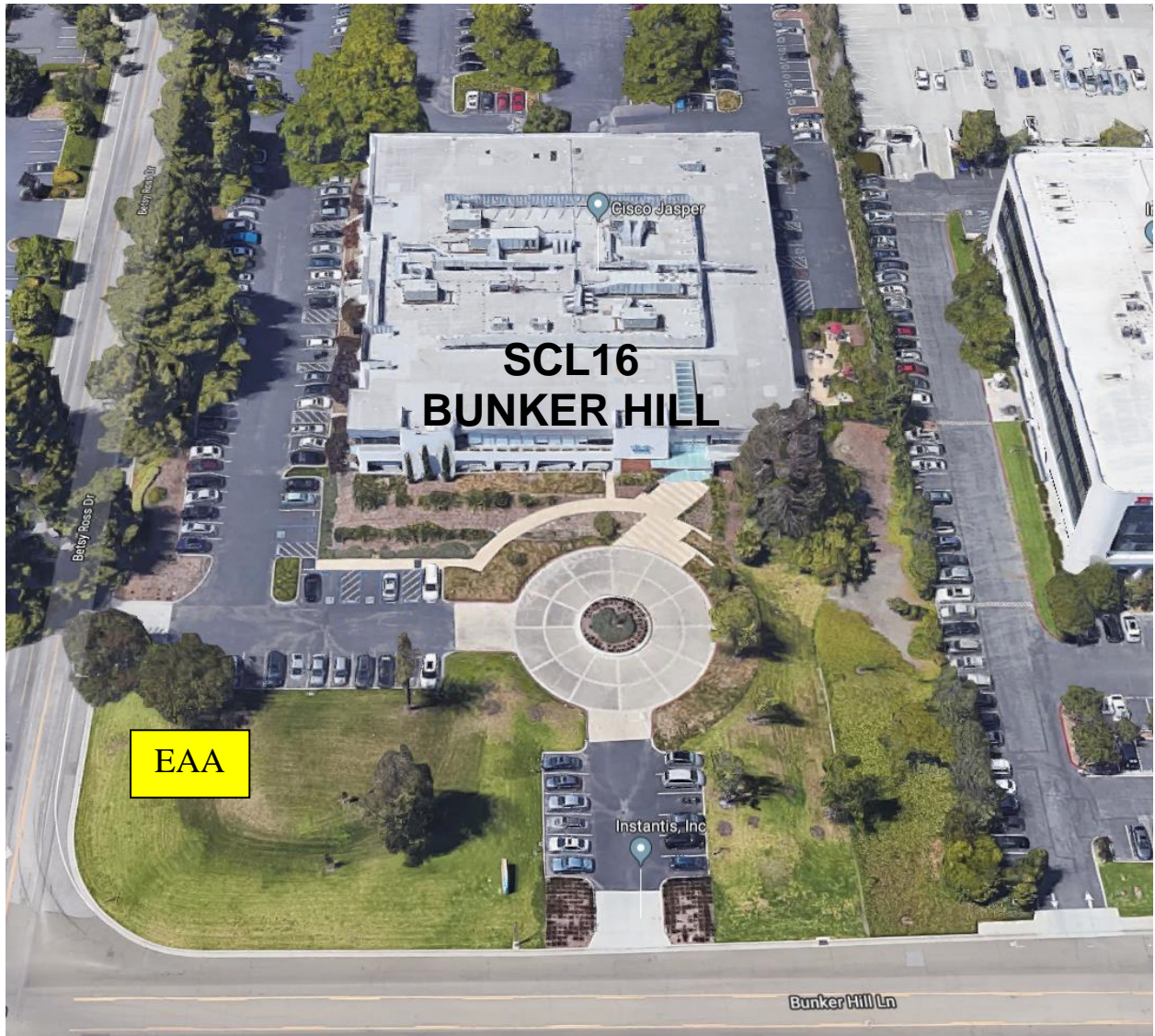

Site 4
For individual building maps, go2/eaa

Evacuation Assembly Areas – San Jose Campus (SJC)

Site 4
For individual building maps, go2/eaa

Evacuation Assembly Areas – San Jose Campus (SJC)

Site 5
For individual building maps, go2/eaa

Evacuation Assembly Areas – San Jose Campus (SJC)

Santa Clara 16 – Bunker Hill

Evacuation Assembly Areas – San Jose Campus (SJC)

Sycamore 2

Evacuation Assembly Areas – San Jose Campus (SJC)

SJ-Nortech

Appendix E – Reference Documentation

[Cisco Fire Extinguisher Training for US Employees](#)

[Fire Extinguisher Information](#)

[AED Information - Jive Community](#)

[ERT Response Plan: SJC](#)

[EPR Corrective Action Procedure](#)

[Emergency Guidelines Quick Reference](#)

[Emergency Preparedness and Response (EPR) - Jive Community](#)

[Emergency Response Team - Jive Community](#)

[Environmental Health and Safety - Jive Community](#)